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to try and prevent diversion while maintaining compliance and training to our sales force so customers their shipments and the severity of patient impact is great. Our SOM program is preserve the legitimate customer base. Our goal is to train sales on red flags and diversion early dialogue, review threshold events, review dispense data-and field customer inquiries responsibility as a wholesaler is to ensure to the best of our ability, with the information we terminate a "bad" customer based on evidence of potential diversion, those customers will scatter to "good" pharmacies. If we can train our customers on how to operate a legitimate are provided at that time, our customers are doing the right thing. We want to protect and Cardinal Health customers that are truly doing the 'right" thing while continuing to monitor focusing on the illegilimate distribution of narcotics. We are customer focused in an effort to ensure we "Know our Customer". We want to make certain there is little interruption in diversion of controlled and monitored substances. Our goal is to keep and protect those our customer's legitimate service. We understand there is great sensitivity in getting our they may re-iterate that to their customers. Our goal is to perform due diligence, review and perform due diligence to determine suspicious orders and customers that may be encourage our "good" customers to continue to do the right thing, we can better keep QRA focuses on the customer as our enlire SOM program is designed to ensure the integrity of the supply chain white maintaining effective controls against the potential drugs out of the wrong hands. There is a "cockroach" effect happening where if we concerns so they may relay that information to the customer. If we can praise and not designed to impede or detriment legitimate customer business however our pharmacy, the goal is that those "bad" customers will not be serviced. Case: 1:17-md-02804-DAP Doc #: 2557-42 Filed: 08/30/19 30 of 96. PageID #: 412299

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